

## Closing ASOS Trouble Tickets via NOAA E-Mail

### GENERAL

In an effort to improve service, the ASOS Operations and Monitoring Center (AOMC) has set up a dedicated e-mail address to offer an electronic means for the ASOS user community to communicate directly and expediently with the AOMC. This procedure provides NWS Electronics Technicians guidance/direction closing pending ASOS Trouble Tickets (TT) using NOAA e-mail.

### PROCEDURE

1. From the "noaa.gov" domain prepare and send an e-mail to [AOMC@noaa.gov](mailto:AOMC@noaa.gov) containing ALL the required information provided in this procedure.

**NOTE:** Comply with ALL steps listed in this procedure to close pending TTs with the AOMC via e-mail. Requests for closing TTs will only be valid if the originator's address has the "noaa.gov" domain name. If ALL steps are not followed or the originator's address is invalid, the TT will NOT be closed.

2. Within the e-mail SUBJECT line, include the four-letter World Meteorological Organization (WMO) identifier (ID) for the station closing the TT.
3. In the body of the e-mail, provide the following information:
  - a. SITE ID (*4-letter WMO ID preferred*)
  - b. TT number (*if available*)
  - c. Type of maintenance:
    1. Corrective
    2. Preventive
    3. Request for Change (RC) or Modification
  - d. Problem fixed:
    1. Locally
    2. Remotely
  - e. Actual Return-to-Service (RTS) time (*UTC and labeled, example 1715Z*).

- f. A description of the action required to bring the system back to full operational status.

**NOTE:** ALL required information must be included in the e-mail before the AOMC will close out the sites TT.

- 4. When an incomplete e-mail is received at the AOMC, a reply is sent to the originator requesting the missing information. The site's TT will not be closed until the missing information is made available.
- 5. All "CLOSE" TT requests will receive an e-mail confirmation reply from the AOMC with the following information:
  - a. TT Report Number ( #YYMMDD-XXX )
  - b. SITE ID
  - c. Date/Time of "Close-Out" for the TT
  - d. RTS time used for the TT

**If the originator does not receive an e-mail confirmation reply, the TT has NOT been closed.**

- 6. Contact the AOMC with problems or questions.

AOMC Help Desk: 800-242-8194/8895  
*Kevin Conaty / 301-713-0864 / extension 170*  
*Michael Murphy / 301-713-0864 / extension 173*

- 7. A "TIP" for this procedure was posted on March 6, 2003  
[http://www.ops1.nws.noaa.gov/asos/Tech\\_Notes/Docs/aomctt.htm](http://www.ops1.nws.noaa.gov/asos/Tech_Notes/Docs/aomctt.htm)
- 8. AOMC Web Page - <http://205.156.51.62>

## EFFECT ON OTHER INSTRUCTIONS

None.

## REPORT MAINTENANCE ACTION

None.

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